

What is covered by our 30-day limited warranty?

B & A Multimedia Designs warrants its workmanship for a period of 30 days from the service and/or purchase date. This limited warranty also covers defects in software and/or hardware that has been installed and/or purchased for your system by B & A Multimedia Designs.

What is NOT covered by our 30-day limited warranty?

Problems that result from:

- External causes such as accidents, abuse, or misuse of the computer system.
- Problems with electricity such as power surges caused by lightning strikes.
- Services not performed by a B & A Multimedia Designs.
- Failure to follow or usage that is not in accordance with product instructions.
- Failure to perform preventive maintenance (Ex. Failure to update anti-virus, anti-spyware programs and operating system).
- Problems caused by using accessories, parts or components not supplied by B & A Multimedia Designs.
- User altering the computer hardware or changing settings in a way that causes the computer to malfunction.
- Viruses and spyware issues caused by the installation of harmful programs such as P2P programs (ex. Limewire) or from visiting “inappropriate” websites.
- Internet Service Provider issues such as lack of connectivity to the Internet.

What will B & A Multimedia Designs do?

During the 30-day limited warranty, we will repair the hardware and/or software products that prove to be defective in materials and/or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished. If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

Please also remember that it is your responsibility to keep the administrator accounts properly secure with passwords when two or more users access the computer. This can help avoid future problems by providing an additional level of security.

B & A Multimedia Designs values our relationship with you and thanks you for your business. If you have any questions, please feel free to contact us at: 817.736.0847